

*Lancaster Recreation Commission
Children's Services Department
Family Handbook*



Come Grow With Us!

LancasterREC
A Healthier and Happier Community

revised 8/15/2011



Reaching higher for quality child care

The Lancaster Rec Children's Services Department programs participate in Keystone Stars, a state-supported quality improvement program which has four STAR levels. Each STAR designation measures a quality performance standard. The four levels measure quality in the following areas:

- Education and training of staff
- Physical environment
- Management
- Family and community partnerships

For more information, please visit www.pakeys.org/stars or call 392-2115 x136.

Our sites and star designations:

- Buchanan - STAR Level 4
- Burrowes - STAR Level 4
- Fulton - STAR Level 4
- Hamilton - STAR Level 4
- King - STAR Level 4
- Lafayette - STAR Level 4
- Martin - STAR Level 4
- Price - STAR Level 4
- Ross - STAR Level 4
- Washington - STAR Level 4
- Wharton - STAR Level 4
- Wickersham - STAR Level 4
- Lancaster Rec Preschool - STAR Level 4

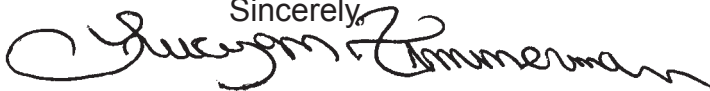
Dear Families,

Welcome! We appreciate your interest and participation in our Children's Services programs.

Our goal is to provide an enriching, safe environment for children to participate in fun-filled learning activities which promote creativity, social skills and independence, while receiving quality care by a caring and nurturing staff.

To ensure the safety of every child in our care we enforce a strict policy of not releasing children to any unauthorized individual, including any member of the school staff during program hours without written permission from the parent or guardian.

Please read this Family Handbook carefully and feel free to ask questions or voice your concerns. You may call me at 392-2115 x136.

Sincerely,


Lucy M. Zimmerman
Director of Children's Services

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Lancaster Rec Mission Statement

Our mission is to provide quality and affordable recreation and learning opportunities to Lancaster residents.



Information in this handbook is effective August 2011. All information is subject to change. As a registered participant you will receive a written notice of any procedure or policy change.

Our Staff

The Children's Services staff is carefully chosen and trained. All employees must have first aid and fire safety training, FBI criminal background clearances, child abuse registry clearances, and biannual physicals. Staff also participate in professional trainings through Pennsylvania Pathways and Keystone Stars in all aspects of child care, receiving at least 24 credit hours of professional development each year.

<p><i>Lindsey Kopp</i> <i>BUCHANAN - Star Level 4</i> <i>BS Social Work</i> <i>Temple University</i> <i>Hire date 1/1/10</i></p>	<p><i>Nichole Mobley</i> <i>BURROWES - Star Level 4</i> <i>BA English and Sociology</i> <i>Millersville University</i> <i>Hire date 12/1/08</i></p>
<p><i>Norma Oveido</i> <i>FULTON - Star Level 4</i> <i>BS Elementary Education & Spanish</i> <i>California University</i> <i>Hire date 8/31/11</i></p>	<p><i>Kimber Rutt</i> <i>HAMILTON - Star Level 4</i> <i>BS Education</i> <i>Elmira College</i> <i>Hire date 1/22/07</i></p>
<p><i>Virgen Rivera</i> <i>KING - Star Level 4</i> <i>BS Early Childhood Education</i> <i>Catholic University of Puerto Rico</i> <i>Hire date 5/25/07</i></p>	<p><i>Jordan Brandt</i> <i>LAFAYETTE - Star Level 4</i> <i>BS Elementary Education</i> <i>Shippensburg University</i> <i>Hire date 8/17/11</i></p>
<p><i>Jackie Hawkins</i> <i>MARTIN - Star Level 4</i> <i>BS Psychology</i> <i>Lycoming University</i> <i>Hire date 5/25/07</i></p>	<p><i>Leida Collazo</i> <i>PRICE - Star Level 4</i> <i>BS Social Work</i> <i>University of Puerto Rico</i> <i>Hire date 9/22/08</i></p>
<p><i>Mexayra Montanez</i> <i>ROSS - Star Level 3</i> <i>BS Elementary Education</i> <i>University of Puerto Rico</i> <i>Hire date 6/8/07</i></p>	<p><i>Lisa Tomscheck</i> <i>WASHINGTON - Star Level 4</i> <i>BS Sports Management</i> <i>York College</i> <i>Hire date 1/15/03</i></p>
<p><i>Jason Lantz</i> <i>WHARTON - Star Level 4</i> <i>BA Psychology</i> <i>Millersville University</i> <i>Hire date 2/14/05</i></p>	<p><i>Kyle Hartman</i> <i>WICKERSHAM - Star Level 3</i> <i>BA Art Education</i> <i>Millersville University</i> <i>Hire date 12/10/07</i></p>
<p><i>Julie Gingrich</i> <i>Lancaster Rec Preschool-Star Level 4</i> <i>BS Early Childhood Education</i> <i>Millersville University</i> <i>Hire date 8/21/07</i></p>	

What is the Before & After School Program?

The Lancaster Rec Before and After School Program provides state-certified child care for working families in the School District of Lancaster. Any child in K3 through 13 years of age who goes to the School District of Lancaster schools is welcome!

Lancaster Rec employs a child-based curriculum that is aligned to the state academic standards and utilizes planned activity centers as the method to achieve hands-on learning. Through observation and discussion of the children's interests and abilities, the staff of each site plans activities and lessons to support each child's development and learning. The goal of this activity-based curriculum is to help the children meet the state standards in academic areas, to reinforce classroom learning, to develop social competence, to improve communication skills, and to help children be more physically active. If applicable to the child, we will work with parents and public, social and community service organizations to help meet IEP or IFSP goals and/or special needs plans.

The activity centers incorporate literacy, math, science, social studies, arts and technology while teaching positive social skills, problem-solving, social development and communication skills.



Content Area	Experiences	Materials
Social Studies: People & Places, Geography, Culture, Heritage	Information and opportunities to pose questions, conduct research, engage in discussions, present findings about self, family and community.	Books, maps, globes, artifacts/cultural materials (recipes, songs, etc), computer programs (Oregon Trail, Carmen Sandiego, etc), multi-ethnic dolls and toys.
Mathematical & Problem-Solving Skills	Opportunities to explore, calculate, model, role-play, illustrate and write about numbers and situations.	Pens/pencils, paper, calculators, computers, number models, games, practical activities (i.e. store), puzzles.
The Arts	Exposure, information and lessons related to and chance to experiment with a variety of media, including art, drama, music, dance, construction.	Pens, paper, crayons, markers, assorted paints and papers, glue, scissors, arts & crafts materials and projects, radio/CD player, CD's or music, instruments, props, puppets, plays.
Technology	Opportunities to explore, invent, make things, use computers to support the writing process, solve problems, communicate and access information.	Computers, materials to create and invent (i.e., Legos, blocks, K'Nex, rubber bands, paper clips, tools).
Science	Environment/tools to investigate, question, explain, predict, observe, and experiment.	Microscopes, tweezers/ tongs, bug collectors, seeds, magnifying glasses.
Literacy	Opportunities to listen, speak, read, write, and participate in discussions; access to wide range of literature and print materials.	Books, journals, writing materials, story starters, show & tell, games, puzzles.
Support Classroom Learning	Opportunities to practice what is being taught in their classrooms and to delve deeper into classroom lessons.	Homework aides, pencils, paper, communication w/ classroom teachers.
Physical Development	Opportunities to use and refine fine and gross motor abilities. Practice using muscles in functional ways. Exposure to all aspects of health, safety and nutrition.	Knowledge of games, assorted balls, jump ropes, playground equipment, Legos, blocks.
Social Skills & Communication	Opportunities to listen, speak and share with peers and adults in a positive way.	Snack time, chances/ways to share information, board games, etc.

Confidentiality and Record Keeping Policy for the Lancaster Recreation Commission Children's Services Department

The Lancaster Rec Children's Services Department will keep all records and information regarding students and their families confidential. Information will be kept in the administrative offices and only administrative children's services personnel will have access to the information.

Before School Program: 6:30 to 8:40 a.m.

- State regulations require an adult to sign your child into the Before School program on a daily basis. Please be sure to walk your child into the school every day. Staff arrives for the before school program at 6:30 a.m.
- The School District serves breakfast in all of its elementary schools. We allow children to go to the cafeteria for breakfast if they wish or you may provide breakfast. If your child is not having breakfast at school, he or she should eat before leaving home. The Before School program does not provide food.
- At the beginning of the school day, the children are dismissed to join their teacher and classmates. Some schools require students to line up by class on the playground or in the lobby and then enter the building with their teacher. Other schools permit the children in our before school program to go straight to their classroom. We follow the school's choice.

After School Program: 3:15 to 6 p.m. (Second Wednesday of each month 12:30 to 6 p.m.)

- Be sure your child understands that they are to go directly to the After School program immediately following school. The After School programs are usually held in the school's cafeteria or gym. Also, please inform your child's teacher that he or she is attending our program, either by sending in a note with your child or speaking directly to the teacher. Children must sign themselves into the After School

program every day. If your child is scheduled to be at the After School program and does not report to the program by 3:30 p.m. (12:45 p.m. on Wednesdays) the staff will first check with your child's teacher regarding your child's whereabouts. If the teacher does not have any information, the staff will contact the child's family. During the After School program each child gets a light snack and a beverage. The snack is often fruit, crackers, or granola bars with fruit juice or milk to drink. We participate in the Child and Adult Care Food Program.*

*All meals served to children under the Child and Adult Care Food Program are served at no separate charge regardless of race, color, national origin, sex, age, or disability. There is no discrimination in admission policy, meal service, or the use of facilities. Any complaints of discrimination should be submitted in writing within 180 days of the incident to the Secretary of Agriculture, Washington, D.C., 20250.

All-Day Camps: 6:30 a.m. to 6 p.m.

- All-Day Camps are held on teacher in-service days, Act 48 days, conference days, and during school recesses and vacations, except Labor Day, Thanksgiving Day, Christmas Day, New Year's Day and Memorial Day.
- Sign up for All-Day Camps early as space is limited.
- All-Day Camps are held at the Lancaster Rec Center, 525 Fairview Ave, Lancaster 17603.
- Payment **must** be received a week prior to these full-service days.
- Each child must bring a lunch and a drink for All-Day Camps. No microwave is available. Please pack utensils for your child if they are needed.

Please use the All-Day Camp Phone Number: 717-989-0259 to reach staff during these days.

In the registration packet is a fee schedule card with a calendar listing school holidays, in-service days and conference days. Snow days may affect the schedule of All-Day Camps. We reserve the right to cancel due to low enrollment.

Children must be signed up in advance. No drop-offs are allowed. To cancel, call the office at 392-2115 x138, 126 or 136 to avoid an \$8 no show charge.

Your Child's Progress

- We offer a “getting to know you” meeting with parents within 45 days of enrollment. A copy of the “getting to know you” notes becomes part of the child’s record. At this meeting the Site Director will meet with each family to review this handbook which contains our policies and expectations. We encourage parental involvement and seek to form partnerships with parents in the child’s development. Parents are encouraged to volunteer and participate in Family Night, special trips, activities, transition meetings and conferences.
- Family Orientation will be held in September to enable you to get to know our staff.
- Portfolios from observations and developmental assessments of your children are completed twice a year (three times a year for preschool) and can be reviewed with the parent during conferences. Throughout the year, we aim to communicate with you as we see your child grow and progress. A developmental screening is completed within 45 days of enrollment. We offer you the opportunity for two individual conferences a year to discuss your child’s progress or any concerns you may have. You will receive a letter from the Site Director informing you of the dates and details to schedule a conference. In the event you are unable to attend, we will gladly mail you a written report. In addition, we will make every effort to discuss your child with you at pick-up or drop-off time. If necessary, we will send home a daily comment sheet for your review.
- To help involve the children’s families in their learning and development, we have instituted Family Night four times a year. Family Night includes an educational program, a time to meet the other children and their parents/guardians, and of course food and fun for the whole family.

Preschool Programs

6:30 a.m. - 6 p.m. Monday - Friday

We have a Preschool Program at the Lancaster Rec Center to help meet your needs.

Our full-day preschool program is designed for children 3-5 years of age who are toilet trained. We utilize a play-based curriculum that

emphasizes social, cognitive and physical development through age-appropriate activities. This curriculum also incorporates the State's Early Learning Standards.

At our program your child will:

- Develop creativity through art and music.
- Interact with children of the same age.
- Learn the importance of physical fitness.
- Engage in active listening.
- Develop and strengthen coordination and balance.
- Define colors and shapes.
- Utilize problem-solving skills.

Each day children review the calendar and weather and participate in learning centers that include music, art, cooking, science, math and language. Daily activities also include storytelling and dramatic play. We plan special craft projects and cooking labs each week and holiday parties and special events each month. Children will be provided a nutritious breakfast, lunch and a light afternoon snack and beverage each day.

Transitioning to Another Program

We work with the parents and the schools to make transitions as easy as possible for your child. We automatically transfer all necessary files from the Preschool program to the Before and After School program. Parents can request a copy of your child's portfolio when the child advances to K5 or if you change program sites. Portfolios and files will be automatically transferred for children who attend our program at one school and transfer to another school within the district.

A meeting at each site will be offered for children transitioning to K5 or middle school to provide information to support this change. The meeting will be held in May in conjunction with program graduation activities or family night. Also, we will make every effort to participate in School District of Lancaster sponsored transition activities.

Evaluating the Programs

- Your input is very important to us. We use the information from families to make improvements in our programs. In May we ask each of our families to fill out a parent evaluation form. Please take time to review and complete the evaluation and return it to your child's Site Director by the end of the school year.
- The children essentially are the program, and we value their input. Although we frequently receive feedback from the children through regular conversation, we also give each child the opportunity to participate in the formal evaluation process. During the last two weeks of the program our staff will give each child an evaluation form to complete. This is a short yes/no checklist that lets the children give their input on a variety of program aspects. For children who cannot yet read, a staff member will read the questions to the child and indicate which box to check for yes and which box to check for no.
- Early Learning Network. As a Keystone STARS 4 star facility, we are responsible for recording demographic information and results from the "Work Sampling System Online (WSO)" into the State's Early Learning Network. This information will be kept confidential and used by the Office of Child Development to maintain programming quality. Additionally, the Office of Child Development may occasionally seek your input regarding program quality.

Want to Discuss Something?

The Children's Services Department is grateful for the support and cooperation of the School District of Lancaster. However, the Lancaster Rec is solely responsible for the administration, planning, and implementation of our programs. Any concern should be brought to the attention of the Director of Children's Services and not to school personnel.

Registration Requirements

1. Registration Form and Agreement Contract
2. Health Appraisal Form. Preschool, K-5 and sixth grade students must

have current physical, all others must have Health Appraisal form on file. Immunizations must be updated as per Department of Public Welfare regulations.

3. Any Custody/PFA Court Documents.
4. Copies of child's IEP or IFSP, written plans, and/or special needs assessments completed by professionals.

NO PHONE registrations can be accepted. A yearly nonrefundable registration fee of \$25 is due at the time of registration or registration renewal. Payment for the first week of the program must be made by the Thursday before the week of service is needed.

Community Resources

- Information regarding community resources and how to contact community resources will be included in the registration packet and again available to parents during the six-month review and update period (January-February). Reminders to look for this information will be included in the newsletter. Parents may also obtain information regarding community resources by request.
- Community resources available include: CCIS, information and application for CHIP and Capital BlueCross low-cost health insurance, COMPASS (online social services in Pennsylvania), Federal Earned Income Tax credit, and the Federal Food Program.
- Information on health, nutrition, fitness or child development will be shared at each site's Family Night and through handouts.

Subsidized Care

Some families may qualify for financial help for their child care. If you would like more information on subsidized care, please call Child Care Information Services at (717) 393-4004.

Healthy SNACK Program

In September 2011, we will implement the Healthy SNACK (Smart Nutrition & Activity Choices for Kids) program to help children develop healthy eating and exercise habits. Once a week each site will have a healthy cooking lesson and focus on a special physical activity. There will be four family nights to include all family members in our efforts to create a healthier community. This program is sponsored by the Highmark Healthy High Five program.

Policies and Procedures

Dropping Off and Picking Up Your Child

- Our job is to keep your child safe.
- No unauthorized person(s) including school staff will be permitted to pick up your child without written permission during program hours.
- If applicable, we require families/guardians who have children under joint custody in divorce/separation situations to provide staff with a copy of any and/or all pertinent legal documents. All documents will remain confidential. This information must be received prior to your child's first day of attendance.
- Staff may request photo identification.
- We reserve the right to phone the family/guardian if questions arise.
- State regulations require authorized adults to sign the child in and out of the program on a daily basis.
- Families are responsible for transportation.
- We will not allow the child to leave without an adult.
- When picking up your child, please allow time for your child to finish what they are doing, and encourage him or her to put away the materials they are using. You can use this time to look over the family information area and talk with the staff.
- Your child must be picked up by 6 p.m. We will make one allowance for one emergency late pickup, of up to 15 minutes. For any subsequent late pickup, you will be charged **\$1 per minute you are late**. Please make sure you pick up your child on time.

Payment Policy

- Payment is due on the Thursday before the week service is needed.
- You must schedule the days that your child will attend the Before & After School Age Care program. If you send your child part-time, you must specify and pay for those dates in advance. You must advise the School Age Care personnel if your plans change, in writing, with two-weeks' notice. The schedule forms are available online or at the Lancaster Rec Center.
- There is no return of fees if a child is ill or fails to attend.
- A late fee of \$5 per week will be charged if payment is not made on time.
- We accept cash, checks, money orders, Visa or MasterCard at the Lancaster Rec Center.
- You will be charged for the days you enroll your child, regardless of actual attendance.
- We ONLY accept checks or money orders at each of the school sites.
- You may also drop off payment after hours at the Rec Center drop box (check or money order only).
- We also offer EFT - Electronic Funds Transfer. This will give you the opportunity to have your weekly payment for child care taken out of your checking account or charged to your Visa/MasterCard. This transaction will occur every Friday. Please request a form from the office at 392-2115 x138 or go online to www.LancasterRec.org.
- You may also pay online by accessing your account at www.LancasterRec.org, and clicking the "Make a payment" button on the home page.
- The full price of tuition will be charged regardless of the amount of time a child is present.

Absence, Illness and Withdrawal

- Families must tell staff if there will be any change in their child's attendance. If the child will not attend the program for any reason, the families must notify Lancaster Rec or their child's school and leave a message for the Before and After School Site Director. Phone numbers are on the back cover of this handbook.
- Most children become ill from time to time. Please do not increase the risk of other children becoming ill by sending your child to a program sick.
- If your child has any of the following symptoms, or symptoms appear at the program, we will need to notify you.
 - * Fever
 - * Vomiting
 - * Diarrhea
 - * Rash
 - * Persistent cough, sore throat or infectious discharge
 - * Inflamed eye or eyes with colored discharge
 - * Lice - follows the recommendations by the American Academy of Pediatrics.
 - * Too ill to participate in activities
- We cannot allow a sick child to stay at the program, and you will be called to come pick up your child as soon as possible. Please be prepared with an alternate caregiver if you cannot care for your sick child at home.
- If your child should contract a contagious disease such as chicken pox, strep throat, lice, etc., please notify staff so that we may inform other parents of the potential for illness.
- We appreciate a two-week notice of withdrawal.
- There is no penalty fee for withdrawal.
- Families are responsible for payment of services up to the date of withdrawal.
- There is no guarantee of reentry into the same program if a waiting list exists for that program.
- Lancaster Rec reserves the right to close a program site due to low enrollment with two weeks notice.

- Lice Policy - Upon discovering a case of lice, all children will be checked. Parents of children who display symptoms of lice infestation will be called. According to the American Academy of Pediatrics, infestation is identified by the presence of adult lice or nits (eggs) on a hair shaft 3 to 4 mm from the scalp. Parents of all children will be notified of the incident and our procedure at pick up the same day lice is discovered. Before children can be signed in, staff will check all of the children every day for a period of five days after the discovery of a case of lice. Any child found to have lice or nits (eggs) will not be accepted.

Medical Emergency Procedure

- In the event of a medical emergency or of an accident, we will contact the parents and fill out an accident report.
- Basic first aid will be administered at the site.
- If it is impossible to reach the parents or the situation demands immediate attention, the child will be taken to a Lancaster hospital.
- Your authorization for staff to contact your family physician and to take whatever emergency medical procedures are deemed necessary is part of the registration contract.
- A staff member will accompany the child to the source of emergency care and remain with the child until parent(s) or a designated emergency contact person assumes responsibility for the child's care.
- All sites have emergency procedures posted.

Medical Dispensing Policy

In accordance with the licensing regulations of the Pennsylvania Department of Public Welfare:

- Nonprescription drugs are not administered nor are children permitted to take medications during the program.
- Prescription medicine is given by the caregiver only if the parent fills out the medication log in detail each day.
- The medication must be in its original container with the childproof cap.
- The caregiver will also fill out the medication log, indicating the time the medicine was given.

As child care providers we are responsible to ensure children in our care stay safe, including from the sun's harmful rays. Families who wish to have our staff apply sunscreen/block on their child must complete a sunscreen form. Staff may only apply sunscreen to preschool age children using specific procedures. Staff will supervise school age children applying sunscreen to themselves or by other children of the same sex. Please ask your Site Director for a sunblock form.

Damage, Theft, and Loss

- Lancaster Rec staff is not responsible for lost, damaged, or stolen items.
- Children are responsible for any items brought from home or school.
- The parent/guardian will be responsible for any damages resulting from his/her child's actions to either Lancaster Rec or school property.

Snow and Outdoor Play Policy

If the School District announces a delay or closing, the Before School program is cancelled.

- If school is closed for the entire day or if students are sent home early, the After School program is cancelled.
- If weather forces the closing of the Lancaster Rec Center, the Preschool Program is cancelled.
- If Children's Services cancels the programs, our website will display the information at www.lancasterrec.org.
- In addition, announcements will be sent to WGAL TV8, WLAN-FM97, WARM 103, ROSE 101.
- Children will go outside for recess at 25 degrees Fahrenheit and above.

Site Specific Policies

Check with your child's Site Director for information about:

- How birthdays and holidays are celebrated.
- Rules about bringing toys from home.

Publicity/Photographs

- Photographs of the children in our programs may be taken and may appear in newspapers, displays or other publicity materials.
- Your permission for photographs is included in the registration contract.

Staff Babysitting

- To keep a professional atmosphere, we advise all staff not to accept babysitting jobs outside of work hours.
- Staff are strictly prohibited from providing private transportation for any children in our programs during program hours.
- Lancaster Rec does not take responsibility for staff actions outside of regular program hours.

Disciplinary Policy

- Children's Services programs have reasonable rules that we expect the children to follow. If you have any questions about discipline, or would like to schedule a conference, please contact the Director of Children's Services at 392-2115 x136. The core of our discipline policy is a healthy respect for each other.
- Appropriate language and respect for authority is expected.
- One child physically hurting another is dealt with promptly. If harmful actions reoccur, we will expel children from our program. In severe cases, it may be necessary to dismiss children immediately from our program.

- Our procedure is as follows:
 - * **Verbal Notice** – Official verbal notification of behavior difficulty.
 - * **Step A:** Written Notice #1 – First written notification of continued behavior difficulty.
 - * **Step B:** Written Notice #2 – Second written notification of continued behavior difficulty.
 - * **Step C:** Written Notice #3 – (parent conference with Site Director and Director of Children’s Services.)
 - * **Expulsion** (Child may no longer attend programs). Expulsion will be for one (1) full calendar year. For example, if the child is expelled in May, she/he may not attend again until May of the following year. If a child is expelled twice, they will not be able to attend any Children’s Services programs.

Child Abuse Notification

- The Department of Public Welfare requires that all members of day care institutions be on the lookout for, and report to the state, any and all cases of abuse of a child.
- The Lancaster Rec Children’s Services staff are, therefore, obligated to report to the state any suspected cases of child abuse.

Referrals to Mental Health and Social Services

The following procedure shall be followed if staff is concerned that a child does not fit a typical profile for a child’s social or skill development:

1. Staff will document behaviors and skills through observation and portfolio collection.
2. Staff will contact Director of Children’s Services, who will conduct observations and provide documentation of findings.
3. Family will be contacted to discuss findings and appropriate services that can help.

Parental/Pick-Up Person Conduct

- Our environment is to be a positive one at all times as well as safe.

- All persons picking up children are required to conduct themselves in a professional manner.
- Violent, threatening or abusive behavior will not be tolerated.
- People who choose to conduct themselves in this manner will lose their privileges of dropping off or picking up their children and the authorities may be called.
- In the event a parent or guardian arrives by vehicle to pick up their child and is suspected by staff to be under the influence of drugs or alcohol, the following steps will be taken:
 - * Staff will discreetly negotiate with the person not to leave and encourage him/her to call a sober friend or companion to drive the individual and their child home.
 - * If the parent/guardian refuses, becomes violent, or leaves the program with the child, police will be called immediately with a description of the individual (including name and address), vehicle description, license plate number and direction of travel.

Parents and Legal Guardians Visiting Programs

- All parents and/or legal guardians are allowed to stop by unannounced any time. Any other adult wishing to visit must provide a letter from the parent/legal guardian stating they have permission to visit the child in the classroom.
- While visiting the classroom we ask that your visit not cause any disturbance to ensure the children are able to participate in the program without any interference. We also ask non-parent/legal guardians to limit their visit to an hour or less.

Volunteers in our Program

- Any person wishing to volunteer in our programs must follow the following guidelines: complete a Lancaster Recreation Commission Volunteer Application, obtain State Police, Child Abuse, and FBI clearances, and provide two letters of reference. The clearances must be less than one year old. The cost of obtaining the clearances will be the volunteer's responsibility but the Lancaster Recreation Commission will process the clearance requests for any volunteer.
- Please see your Site Director if you have questions.

Civil Rights Compliance

Admissions, the provision of services, and referrals of clients shall be made without regard to race, color, religious creed, disability, ancestry, national origin, age or sex. Program services shall be made accessible to persons with disabilities through the most practical and economically feasible methods available. These methods include, but are not limited to, equipment redesign, the provision of aids, and use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods. Any student (and/or parent/guardian) who believes they have been discriminated against may file a complaint of discrimination with:

Department of Public Welfare
Bureau of Equal Opportunity
Room 521, Health & Welfare Bldg.
P.O. Box 2675
Harrisburg, PA 17105

U.S. Dept. of Health & Human Services
Office of Civil Rights
Suite 372, Public Ledger Bldg.
150 S. Independence Mall West
Philadelphia, PA 19106-9111

PA Human Relations Commission
Harrisburg Regional Office
Riverfront Office Center
1101 S. Front St., 5th Floor
Philadelphia, PA 19106-9111

Bureau of Equal Opportunity
Central Regional Office
Cameron & Maclay Street
Building 56, Patton House
P.O. Box 61260
Harrisburg, PA 17106-1260

Non-Discrimination Statement: In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington DC 20250-9410 or call (800) 795-3572 or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.

Need to Reach Us?

Lancaster Recreation Commission
525 Fairview Avenue, Lancaster PA 17603
717-392-2115

Lucy Zimmerman, Director of Children's Services
392-2115 x136 lzimmerman@LancasterRec.org
Cell Phone: 989-0454

Awilda Lopez, Administrative Assistant (Registration & Billing)
392-2115 x138 alopez@LancasterRec.org

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<i>Buchanan</i>	989-0252	<i>Price</i>	989-0259
<i>Burrowes</i>	989-0253	<i>Martin</i>	989-0258
<i>Fulton</i>	989-0254	<i>Ross</i>	201-9107
<i>Hamilton</i>	989-0255	<i>Washington</i>	989-0261
<i>King</i>	989-7985	<i>Wharton</i>	989-0262
<i>Lafayette</i>	201-9105	<i>Wickersham</i>	989-0260

All-Day Camp 989-0259
Lancaster Rec Preschool 989-0257

